

LogistiCADSM

LogistiCare's proprietary information management system

LogistiCADSM

What is it?

LogistiCADSM is a sophisticated, state-of-the-art software suite that can perform multiple logistics services in one integrated application, without requiring interfaces between different software components.

What does it do?

LogistiCAD is the only existing software system that provides all the capabilities needed to manage the processing and delivery of efficient, high-quality transportation logistics in one integrated package. Capabilities include: taking reservations, managing call center operations, eligibility verification, compliance tracking, complaint handling, assigning and dispatching service work, processing payments to third-party business partners, management reporting, scheduling and timekeeping for employees – along with a host of other features.

LogistiCAD offers enhancements to LogistiCare's non-emergency transportation brokerage services that allow it to continuously improve the quality of service it provides while also helping reduce costs for both the company and its clients.

What makes LogistiCAD unique?

The LogistiCAD system includes both client/server and Web-based tools for use by both LogistiCare and its business partners. It is designed with an open architecture and runs on multiple platforms.

LogistiCAD's compliance module uses a built-in predictive algorithm that enables users to spot and track trends and identify potential issues that could affect the business. Among other things, it can help the company detect fraud and foresee potential safety issues, as well as analyze traffic patterns and suggest the best routes. LogistiCare customer service representatives can know that a driver will be late before a recipient has to call and ask for the status of their ride.

What else sets LogistiCAD apart?

Another key feature of LogistiCAD is that it is a company-wide system, which enables LogistiCare to start new operations in a much shorter time frame.

Many of the company's clients are government agencies, so the efficiencies of LogistiCAD's transportation management offerings in reality also contribute to a reduced burden for taxpayers.

LogistiCAD is the only such system used in the non-emergency transportation industry that was built specifically for integrating all the functions of the transportation broker.

Why not use an off-the-shelf product?

Commercial products have been developed for ADA, taxi, courier and other dispatching functions. Similarly, other separate systems have been developed to manage call center oriented enrollment or eligibility processes. However, LogistiCAD was built from the start to integrate all of these functions in one application.

The LogistiCAD software enables LogistiCare to offer its clients a cutting-edge, comprehensive technology package. It is a key ingredient to ensuring high-quality, cost-effective service.

"A core benefit of LogistiCAD is the integration of all its capabilities into one application. This streamlines business processes, reduces errors and maximizes productivity not just for us but for our business partners as well. In the transportation business, reducing administrative and operational expenses is a must, because other costs like fuel and insurance are constantly rising. LogistiCAD helps us do that."



John Shermyen,
LogistiCare President and CEO